



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
**INSTALLATION MANAGEMENT AGENCY**  
**UNITED STATES ARMY GARRISON, SCHWEINFURT**  
**CMR 457**  
**APO AE 09033**

IMEU-SWF-PAI


JUN 13 1993

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum 1-14 - Interactive Customer Evaluation  
(ICE) Policy

1. PURPOSE: To set a Community-wide policy for the employment, administration, and use of the ICE system.
2. SCOPE: Applies to all Team Schweinfurt units and partnership agencies.
3. POLICY:
  - a. All USAG Schweinfurt Community service units, organizations, and agencies will be included in the ICE system. All other Team Schweinfurt activities are highly encouraged to participate in the ICE system. Garrison organizations and all other system participants are required to provide information requested by the ICE system administrator in a timely manner. Managers need to be aware that Community officials, including the undersigned, will use ICE as an important tool for assessing their organization's performance.
  - b. Administering the ICE System. The USAG Schweinfurt Plans, Analysis, and Integration Office (PAIO) will administer the ICE system.
  - c. Dissatisfied Customer Response Requirements. All participating activities will provide an initial response to dissatisfied customers' ICE system comments within three working days ("dissatisfied customers" are defined as those who have answered "No" to the question "Were you satisfied?"), and customers who provide their contact information. Activity leaders will contact these customers by phone or email.
4. The point of contact for this policy is the Plans, Analysis and Integration Office at 354-6763.

"PRIDE, PROFESSIONALISM, TEAMWORK-Team Schweinfurt!"

  
JEFFREY L. FELDMAN  
LTC, IN  
Commanding

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